



# PCAS

Person Centred  
Advocacy & Support

Together We Can

# ADVOCACY

Adobe Stock | #249273970

A Free to use,  
100% Independent,  
Confidential, Advocacy Service





# Contents

---

- What is independent Advocacy?..... pg2
- Background, Mission & Aims..... pg3
- Welcome from our Chair..... pg 4
- Managers Report..... pg 5
- **Impact Section**..... pg 6 – 11
- **Impact Section – CASE STUDIES**..... pg 12 – 18
- Our Advocates..... pg 19
- Structure, Governance and Management..... pg 20
- Trustees and Principle Officers..... pg 21
- Financial Review..... pg 22
- Independent Examiner's Report..... pg 23
- Financial Activities..... pg 24 - 33
- Statement of Disclosure..... pg 34
- Thanks to our funders and Donors..... pg 35
- **PCAS Contact Details**..... Pg 36

**Focus on  
impact, not  
process.**

STEVE ALLMAN | CHARITY COACH



# What Is Independent Advocacy?

---

At some point in our lives, most of us will need an Advocate. You may need help to make a difficult phone call, need someone who can write a letter, or someone to attend with you, at a difficult meeting.

In many cases, the Advocate is a friend or family member, for others, it may be a nurse or social worker. **But what if you don't have any of these people to help?** Or the problem relates in some way to your family, G.P, or social worker? This is where independent Advocacy can help, an Advocate will support you to speak up for yourself as they are **ONLY** there for you and have no ties to other agencies or people in your life. An Advocate helps you to get the information you need to make real choices about your circumstances, supporting you to put your choices to others.

## **PCAS assists with:**

- ❖ Safeguarding people who are vulnerable and discredited against or whom services find difficult to serve.
- ❖ Supporting disabled people at risk of losing their tenancy
- ❖ Empowering people who need a stronger voice by enabling them to express their own needs and make their own decisions.
- ❖ Enabling people to gain access to information, explore and understand their options, and to make their views and wishes known.
- ❖ Care issues, accommodation, financial management and paperwork
- ❖ Supporting at meetings and long term support in order to stay living in their own homes for longer.
- ❖ PCAS can speak on behalf of people who are unable to do so for themselves.
- ❖ PCAS helps people with Mental Health needs, something we have done for 29 years now.
- ❖ PCAS helps clients through Adult Safeguarding processes.
- ❖ Child Protection/child in need work.

**Our compassionate team will empower and uplift clients to enhance their quality of life, ensuring every voice is valued**

It is important to recognise that an effective Advocate will use their knowledge, experience and skills to enable their client to have the best life possible. This might mean the Advocate telling the client about options that the client has never thought of themselves.

It is also an Advocates job to be realistic with their client, as not all things a client may want will be possible.



# Background, Mission And Aims

---

## BACKGROUND TO PCAS AND WHAT WE DO

PCAS Advocacy Service was started in 1995 by Shropshire Disability Consortium to provide a community based independent advocacy service for people with ANY disability over the age of 18 in Shropshire, Telford and Wrekin.

PCAS was set up by disabled people who recognised a need for individuals to be supported to ensure their voice was heard. PCAS is committed to ensuring individuals are as involved as they can be in decisions that affect their lives. We aim to raise awareness of a person's rights and ensure they are safeguarded against in instances where people are unable to do so for themselves.

PCAS is a registered charity, to maintain its independence it is managed by a Board of Trustees, comprising of individuals who have an interest in and a commitment to the work PCAS does. The Board hold a strategic role, having responsibility to oversee effective governance by ensuring PCAS meets its legal and charitable obligations.

### *Our Mission Statement is:*

***PCAS provides independent advocacy for adults with any disability, physical, sensory, learning or mental health. We aim to be the Service of Choice, to secure clients' rights, services, and to ensure they are listened to, empowered and treated with respect. We further aim to promote social inclusion, equality and social justice for all, irrespective of sexual orientation or ethnicity.***

### **We Aim to:**

Assist disabled persons primarily, but not exclusively, living or working within the Counties of Shropshire and Powys, through the provision of Advocacy and information.

- Be recognised as the "Go to" service for Advocacy support
- Enable disabled people to make informed choices, by giving them the information they need
- Help rebuild confidence and self-esteem through being valued as a person
- Provide a service enabling the opportunity for people to take control of their own lives
- Challenge decisions made on behalf of people which they disagree with
- To listen to and engage with a client and actively involve them in any action PCAS assists with

We also have a set of priorities that we use to plan what we want to achieve every year.

This year we have continued to develop our service to meet the growing needs of local people who are requiring more long term assistance with their finances, enabling disabled people to stay living in their own homes for longer.

**PCAS Website**     [www.shropshirepcas.co.uk](http://www.shropshirepcas.co.uk)



# Welcome from our Chair

---

I took over as PCAS Chair in January 2024 as the previous Chair Peter Quinn was retiring, having been with PCAS for more than 10 years.

I joined PCAS in early 2023 and have been extremely proud to be appointed as chairperson of a charity that does such an amazing job in Shropshire every single day.

PCAS stands for “Person Centred Advocacy & Support”.

PCAS is based in Oswestry but covers the whole of Shropshire, Telford & Wrekin. We provide one-to-one support and guidance for any adult with a disability who needs an independent advocate.



**Ben Payne, Chair of PCAS**

The charity’s advocates support clients to speak up for themselves, get the information they need and make choices about their circumstances often at the most difficult times in their lives.

Very often people with a disability are overlooked. They often struggle to get their voices heard or can struggle with things that many of us take for granted. But PCAS can offer a shoulder to lean on and a vital lifeline to some of the most vulnerable people in our community.

Now in it’s 28-year history, the charity has supported more than 10,800 people and in the past year alone, has helped clients access more than 2,000 new services.

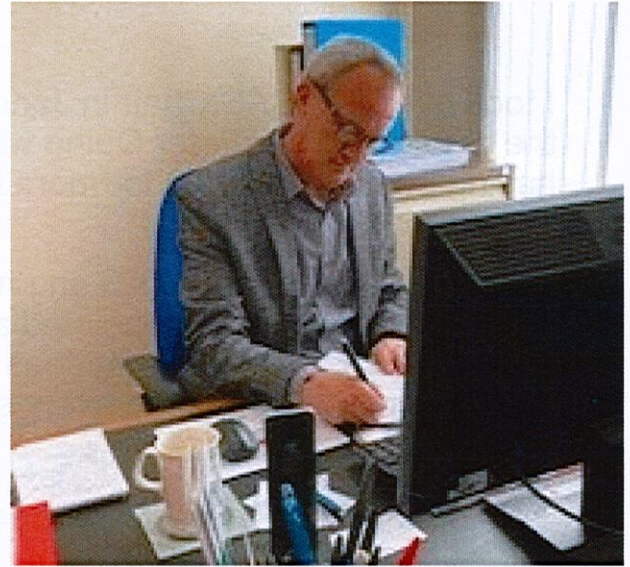
I am the operations director for 7video, a Shrewsbury based company making films and animations and also a volunteer for the Teenage Cancer Trust and a mentor with The Prince’s Trust. I am also taking a qualification to become a counsellor.



# Manager's Report

PCAS – Person Centred Advocacy & Support, yes, we have had a rebranding, PCAS used to stand for Peer Counselling & Advocacy Service, this is still our registered charity name.

But this new branding reflects on how we work as a service, better reflecting how we help and support people. And after 29 years we thought it was time to really focus on what we have done well for all those years. Most people who use us or have used us over the years, over 11,000 of you now, recognise us as PCAS.



**Simon Arthur, Manager**

You will see in our annual report figures we have worked with less people this year, the reason for this is the complexity of the issues people need help with, and the fact we had to close to new referrals. We have helped the 245 people with 3801 issues this shows an average of 15.5 issues per person, this really causes us concern as being on the frontline, we can see how people are suffering from cuts, cost of living crisis, digital inclusion, huge utility rises to name a few of the factors.

Nothing changes for us we just keep on doing our amazing work, helping and supporting people with disabilities to have a voice, be listened to, and have a better quality of life. Our focus will always be on the person needing help, we will listen, discuss, plan, help and support, always keeping the client at the centre of the work we do with and for them.

During this last year one of our amazing workers Glenda has reached 15 years' milestone of working for us. I must say it has been a pleasure she is so dedicated and hard-working, Glenda is my deputy, so she stands in when I am holidaying or off poorly. She is a star and I hope she continues with us for many years to come Thank you Glenda.

It has been another busy year at PCAS with so many people needing our help and support, unfortunately we cannot keep up with the demands being placed on us, and indeed had to close to new referrals not once but on 4 occasions over the last 12 months. It is a sad fact that the world is in a mess and this has a knock on effect on our service, so many disabled and vulnerable people are fast running out of options to help them, especially over the longer term, I am pretty sure we are the only service in Shropshire that offers this help and support for many years.

In an ideal world we need more funding! around £70,000 a year, if we could achieve this, it would enable us to employ a further 2 full time staff, but with so many challenges in our county as well as around the country, grant funding is so hard to secure, we are lucky that after 29 years we are still here, able to help some if not all that need us.

We will keep on doing what we can for the people of Shropshire, Telford & Wrekin in this ever changing world, but we need more supporters, people who can help us to raise funds, offer sponsorship work with us to achieve our goals and those of the vulnerable disabled people we help and support.



# OUR IMPACT



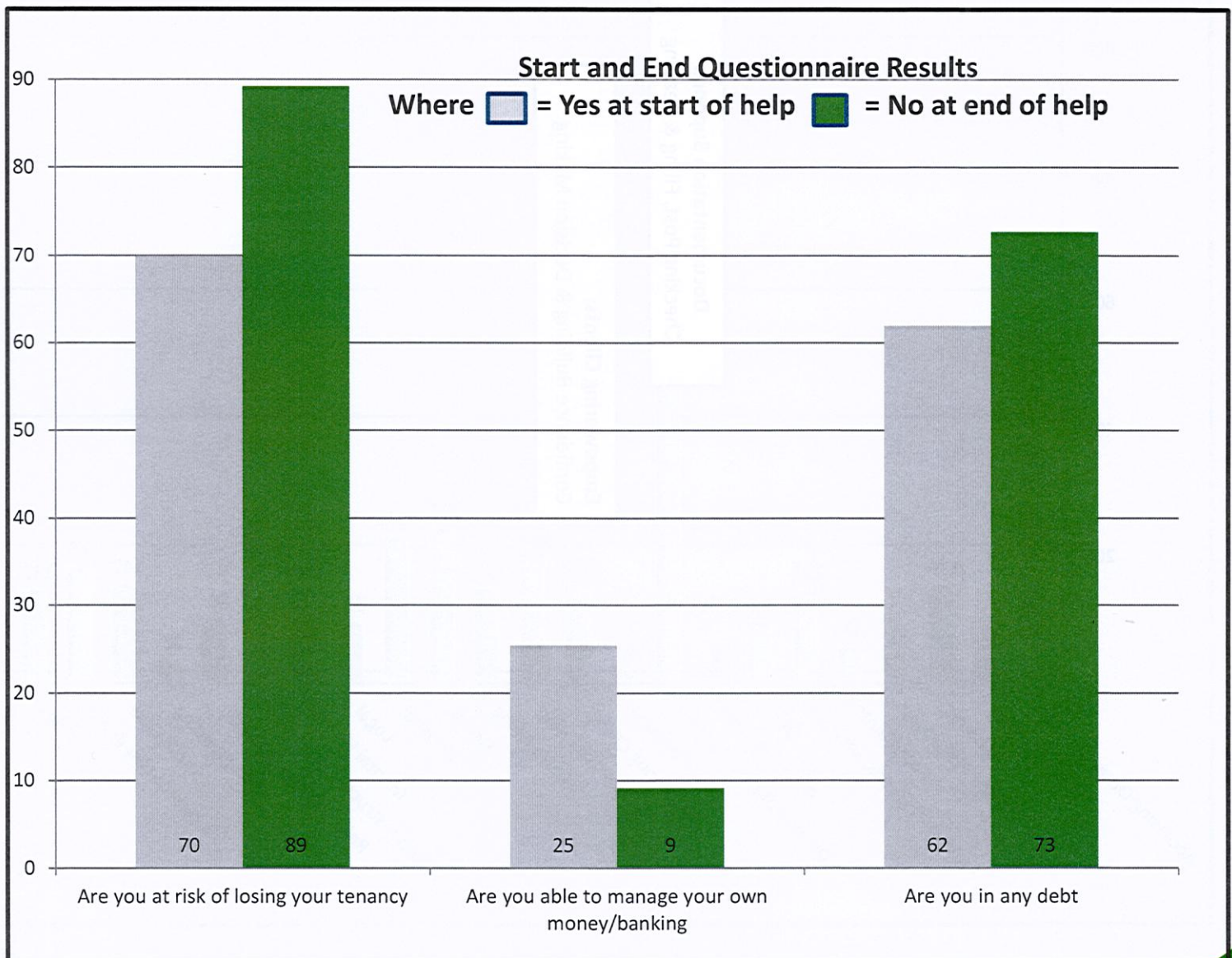
IN THIS FINANCIAL YEAR  
2023 – 2024

PCAS HAS HELPED

245 PEOPLE

WITH 1785 INDIVIDUAL VISITS

WITH 3801 ISSUES



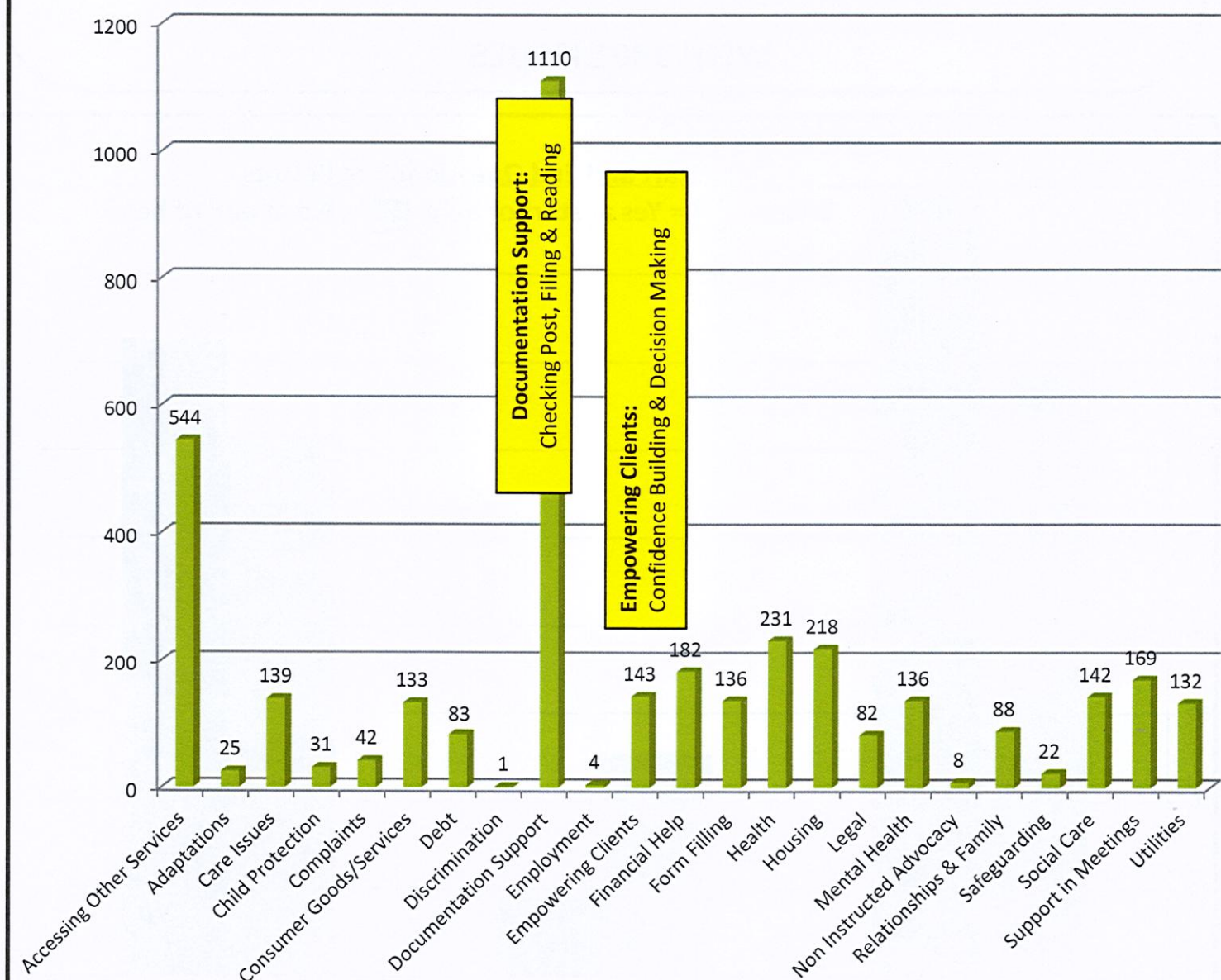


# IMPACT SECTION

Over this financial year, PCAS has helped clients with a whopping **3801** client issues this year, which shows the complexity of cases that we have been working with. Our advocates are working tirelessly to support our clients as they sort through the complex issues to enable our clients to be in a more stable place.

Dividing the amount of issues (3801) by the amount of clients helped (245) gives an average of each client having over 15 issues that they need help with.

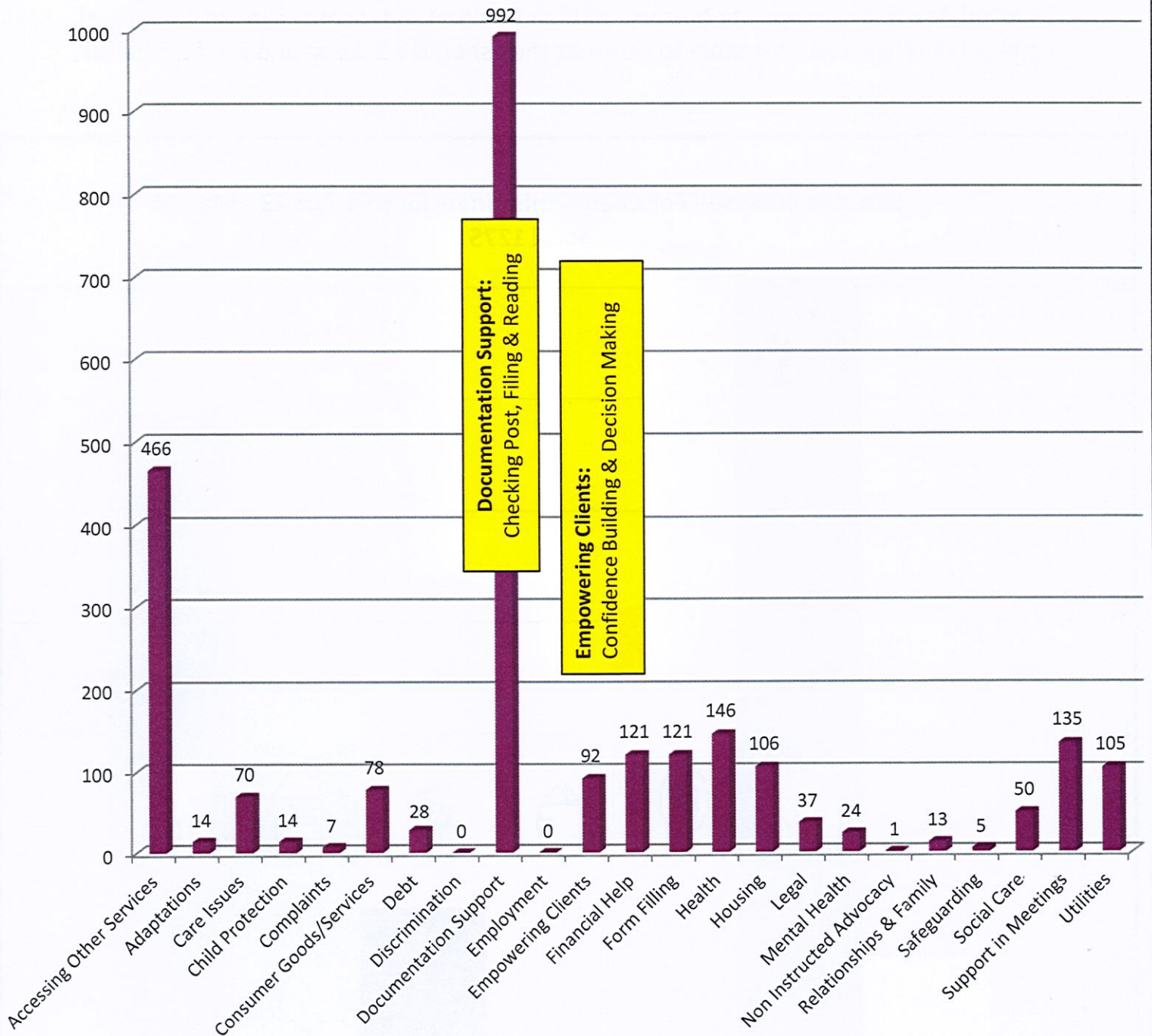
**Client Issues April 2023- March 2024**  
**Total Issues 3801 Average of 15.5 Issues per client**





# IMPACT SECTION

**Positive Client Outcomes April 2023- March 2024**  
**Total 2625 Average of 10.7 per client**

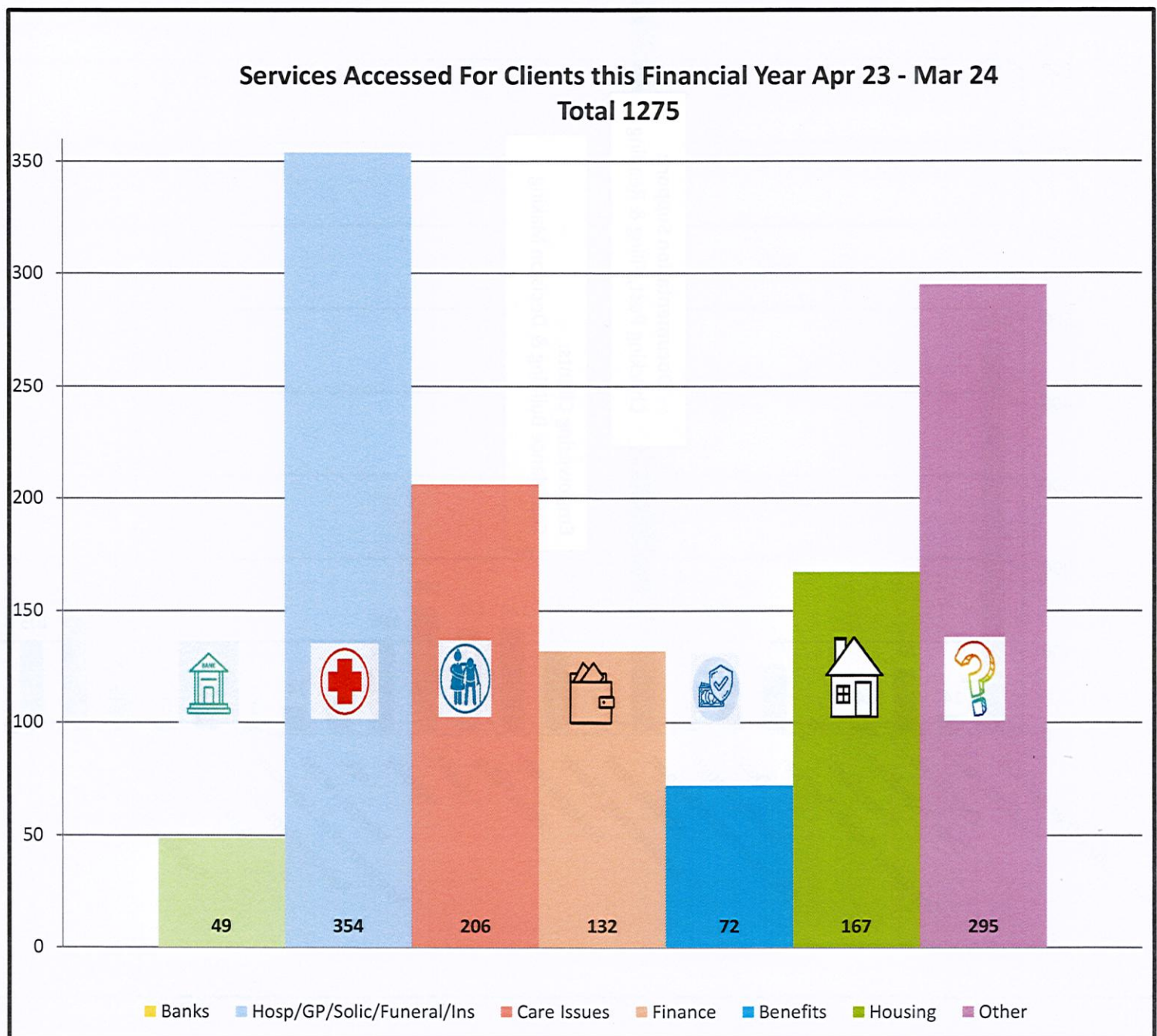




# IMPACT SECTION

Clients often require many other services to put their life back on track, an average of 6 other services per client this year.

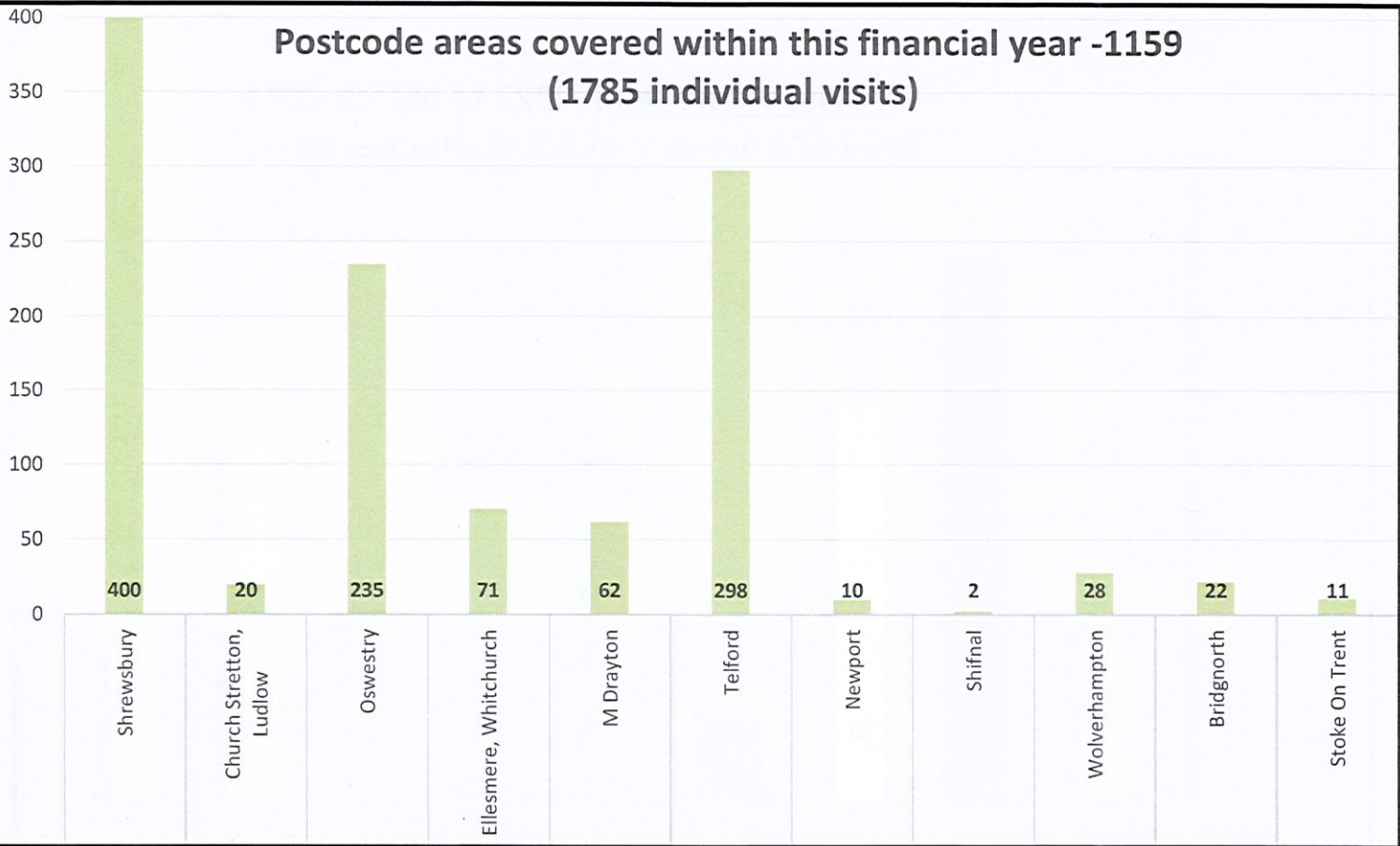
Our Advocates are very skilled and persistent at getting other services involved to help their clients. This can be very challenging, in that many are still working from home, or have closed down, or at capacity because of high demand. Advocates can get frustrated by some services who seem unable to do what they should be doing and are funded for.



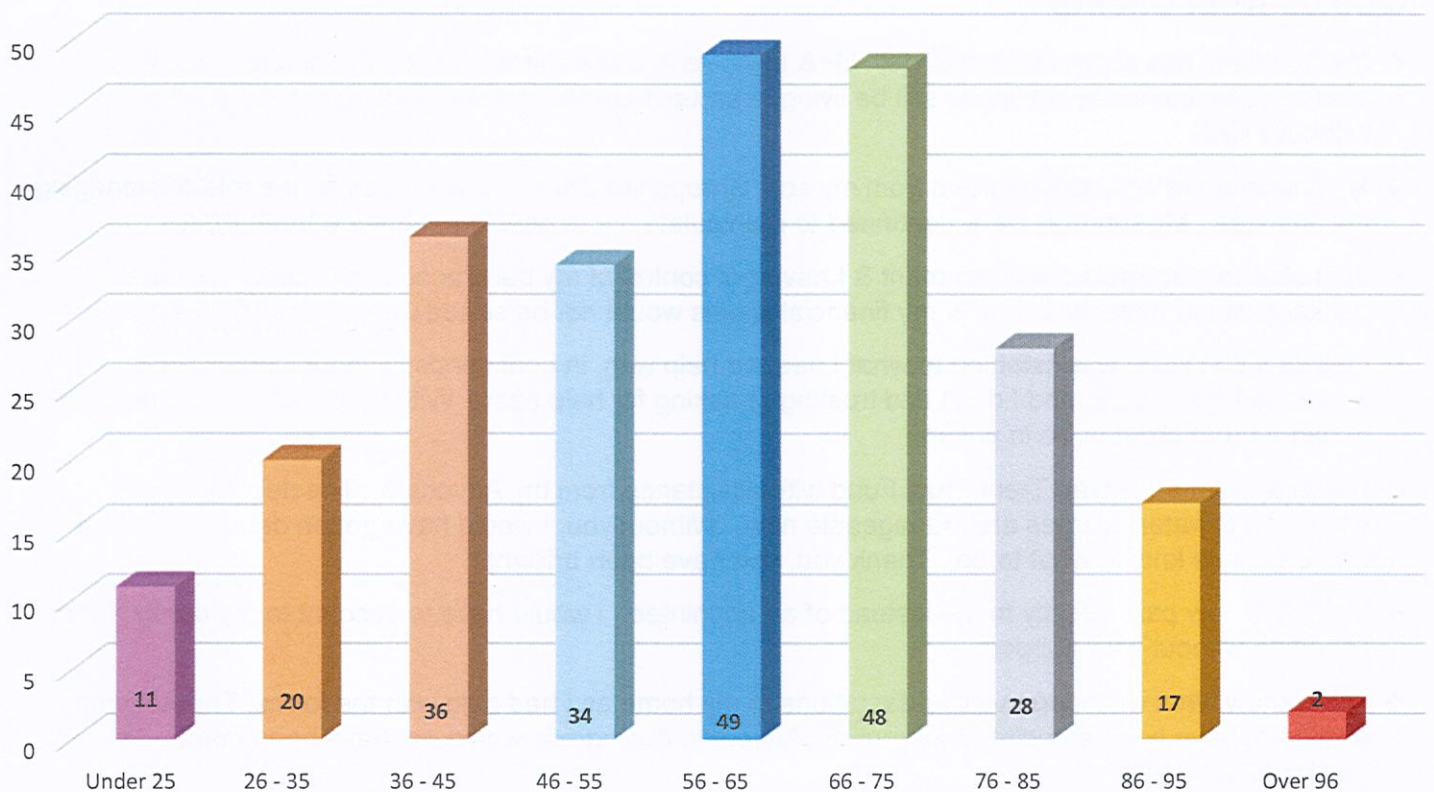


# IMPACT SECTION

Postcode areas covered within this financial year -1159  
(1785 individual visits)



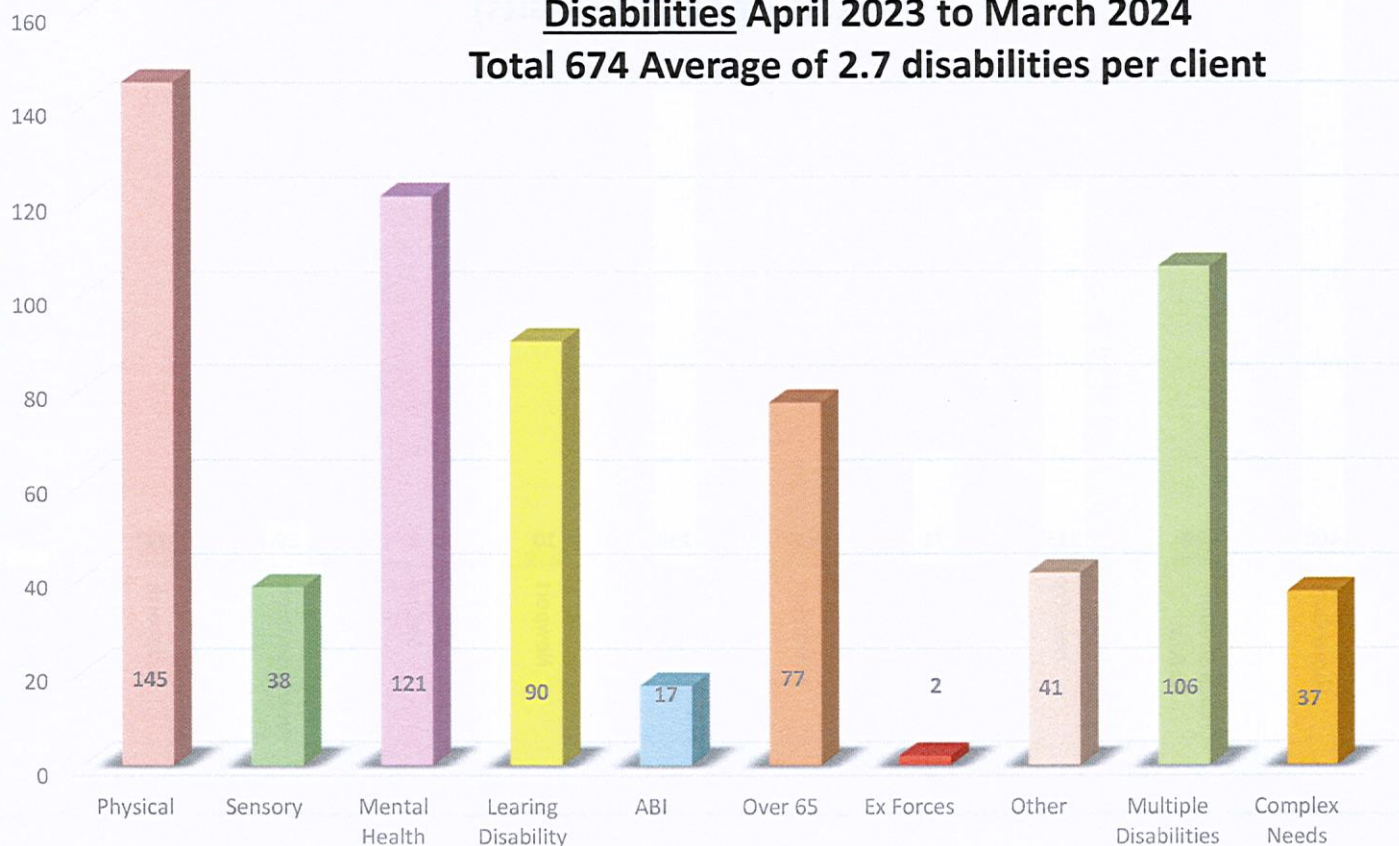
Age Graph April 23 - March 24 Total 245 Clients





# IMPACT SECTION

**Disabilities April 2023 to March 2024**  
**Total 674 Average of 2.7 disabilities per client**



## Quotes from Clients

- ❖ My Advocate has supported me to get PIP & to move to more suitable accommodation. I would not be able to cope financially & I would still be living in an upstairs flat that was getting too much for me without PCAS
- ❖ My finances are now safeguarded from my son. Shropshire Council have taken on the role of managing my finances. My son may have continued to manipulate me to give him money without PCAS
- ❖ I am able to manage a direct payment & I have got control of my bank accounts & debt. My care package would have collapsed & my financial issues would not be sorted without my Advocate
- ❖ I felt as if someone was listening to what I needed help with, in confidence, without judgement & someone I could trust, and I don't find trusting or asking for help easy. Without PCAS I would probably of had a breakdown or be in prison
- ❖ I have applied for Seven Trent Trust Fund with assistance from my Advocate. The debt has been written off & water charges are manageable now. Without you, I would have gotten deeper in debt & wouldn't have known what to do. Thank you, you have been brilliant.
- ❖ My PIP is now paid directly to me instead of an appointee. I would have to account to my family for my spending without your support
- ❖ I now know what will happen with adaptations to my home as I had help with the forms. These forms would not have been completed without my Advocate & progress would not have been made. Thank you for all your help.



# IMPACT SECTION – CASE STUDIES

## Thank You, from Ange a client:

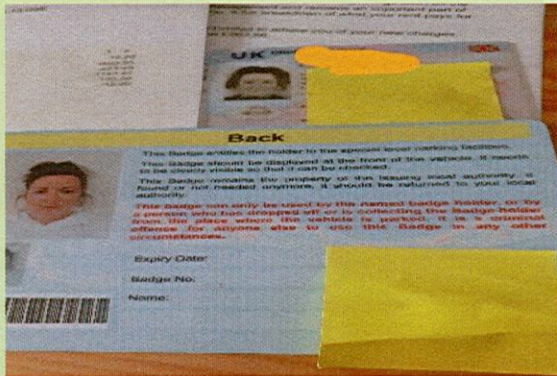
I just want to say thank you for Jackie my lifeline worker, who is a star of support in every way. I am so grateful as I've found life shared is more bearable where it was impossible before.

Thank you for the wonderful service, second to none.

My client needed to renew her Blue Badge, however due to her Acquired Brain Injury, needed support to enable her to collate the information and complete the relevant application.

We went onto the Renew a Blue Badge website and completed the relevant information, we collated the documents and together we removed names etc., and uploaded documents.

After completing the online application and ensuring my client was fully involved, she felt a sense of self achievement, commenting "Oh, I think I could do that myself next time" whilst laughing and then stating – well maybe not!!



When my client disclosed to me she'd had her iPad removed and therefore not only was she unable to access her games etc., she felt she was being treated like a child.

The Social Worker and I explored why this had happened and explaining to staff that you can only deny something if it is in their best interests.

It was agreed that she could have her iPad returned, however a couple of social media apps were to be removed. The client understood why and was happy with this.

This has made a huge difference to my client, as you can see from her smile.





# IMPACT SECTION – CASE STUDIES



My name is Midg and I live with longstanding mental health challenges which means the world is sometimes a very difficult place for me.

I try very hard to do things for myself but I always end up getting into a real muddle and that's where my Advocate comes in. Without her I would just sit here on my own not knowing what to do.

My Advocate helps me to access other services that I just couldn't manage to do on my own such as recently: applying for my blue badge, liaising with DVLA about my driving licence and motability vehicle, helping me to draw down on a pension annuity and then to claim tax back on the lump sum, make complaints to my housing association and then get compensation from them for missed appointments and much more over the 7 years we have worked together.

We communicate mainly by text message which is great for me.

I am so grateful to have my Advocate and I don't know what I would do without her, I am very happy to share my story with Shropshire PCAS.

My client said he was honoured to be asked to be included in our Annual Report.

Mr Nasser said "PCAS has been life changing, the light in the darkness and hope for me". He is devoted to his dog **Barney** who photo bombed this picture!

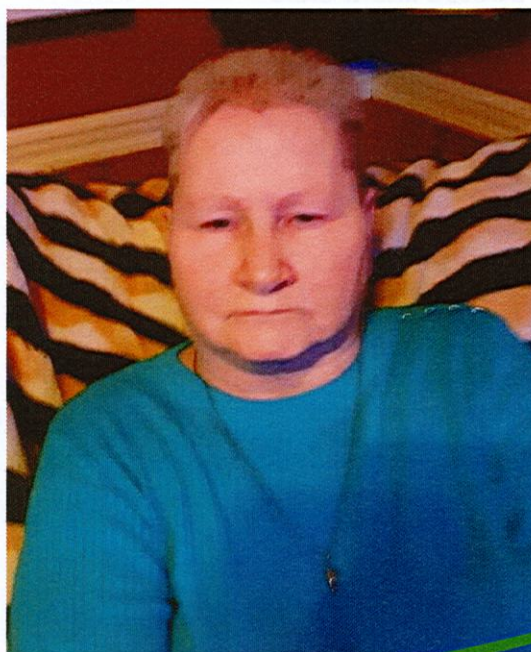
For people in my situation, this service is priceless and precious and I can't explain just how important it is.

I have a neurological condition which leads to cognitive, memory and physical impairment. I need help to access other services, form filing, checking my post, financial help, help with telephone calls and care issues. But most of all to get my voice heard by others. I will continue to need this help as my condition progresses.

I have trouble communicating which is related to my medication, if not administered correctly it has drastic consequences. I have tremors & spasms. I don't have any family or friends. Talking to my advocate is therapeutic, she is the only person I trust. I have memory problems, am unable to complete forms myself and ensure reviews of health & care take place.

Jackie has made Doctors appointments, arranged my stairlift service, ensures bills and correspondence are up to date, files letters etc. She has arranged adaptations and checks on my welfare. Most importantly to me, Jackie made sure that my dog Barney was included in my domiciliary care plan- he means everything to me.

Care provider – fridge left open by carer & food ruined.  
Many missed calls  
Change of neck fob pendent alarm to watch style alarm.  
His medication is delivered.





# IMPACT SECTION – CASE STUDIES



My client has MS and no longer able to walk. I applied to an MS Charity that I found online and they agreed to fund a power pack for her wheelchair. This has made it much easier for agency carers or her daughter to take her out on her social visit to town each week as there are two hills to negotiate and they had been struggling to push her wheelchair. I also challenged the incontinence pads that were being supplied to her as they were not absorbent enough and she was constantly wet, especially in the mornings which she found embarrassing and humiliating. After a lot of heated discussion, it was agreed that a more effective but much more expensive pad would be provided for night time use only and this has made things a lot better for her.

I asked for an OT review as she had fallen out of her armchair on a couple of occasions and often seemed uncomfortable when I visited her. Her feet were swelling and there was some breakdown of her skin and I requested she be provided with a rise and recline chair. This was eventually agreed and my client has been informed that her chair will be delivered in the next couple of days. She has temporarily had to stay in bed until the chair is in place which has meant she has been unable to go out for her weekly Costa Coffee which is the highlight of her week, as she is well known in the town and lots of people stop to have a chat with her which she thoroughly enjoys. Despite being stuck in bed, she still managed a smile!



I recently visited a client who has severe anxiety. She was experiencing a shortfall in her finances so struggling to afford food that week. I helped her to make an application to the local food bank. Whilst with the client, I completed the online referral form to the food bank on my mobile phone and got a positive response straight away via a text to my client, which meant the client could collect a food parcel later on that same day, for which she was very grateful.

Client feedback. "I am grateful for Wendy's help and very reassured when she visits to help me with my post or with contacting other agencies or organisations which I struggle with due to my mental health and anxiety. I always say everyone should have a Wendy!"



# IMPACT SECTION – CASE STUDIES

## CASE STUDY – 73 year old with a recent diagnosis of dementia needed support to navigate moving house

Housing Association needed possession of my client's property, so he had a few options to consider and some important decisions to make that would impact his life.

- Where he was going to move to?
- Who would support him to do this?
- Who would support with the bureaucracy of moving?
- Who would ensure his voice was heard and treated fairly?

PCAS supported the client to ensure his voice was heard, he had clear information in a format he understood, and enabled an informed choice for his future home.

Previous address was not in a good state of repair, and he clearly needed support going forward.

He was offered three options of where to live, it was very important to give the client the time to process what this would mean for him. The three options were in different villages, and I made sure that I discussed all of the options with him, including transport links, family links, local shops, GP surgery to name a few.

He found this process quite challenging, the Housing Association were trying to push things on a bit quicker than his abilities allowed, this is where PCAS step in to explain to the Housing Association that his disability needed to be recognized and that a decision would be made when he had time to process the information, going at the clients pace.

With the time afforded to him, he agreed on one of the options and PCAS supported him to transition to his new address. It was a new build, supported living bungalow – he has since moved in and is making good progress with his new property.

PCAS continue to support the client, as he will need ongoing help with his paperwork, letters, keeping an eye on bills and any unforeseen issues.





# IMPACT SECTION – CASE STUDIES



I have a client who has just been diagnosed with a severe sight impairment.

I have helped her liaise with the RNIB who are offering remote telephone support. They have been able to get my client a Certificate of Visual Impairment signed off by her consultant. By scanning this document and uploading it for her, it has allowed me to support my client to ask for a change of circumstances of her PIP award which she has been granted.

It also meant that I could use her certificate to expedite her Blue Badge renewal which I had submitted previously using her current PIP award. She had already been waiting some weeks by using the CVI it helped speed up the process. Her blue badge was duly awarded and has come quickly in the post. She has also been able to get a Disabled Person Bus Pass now she has her certificate of sight impairment.

I am also liaising with the benefit advisor at RNIB to provide the documentary evidence she needs to get my client care contribution accurately calculated. This will hopefully help reduce the cost.

Client says she is grateful for the practical help I have given in liaising with the RNIB and helping get her paperwork sorted to get her new higher rate award of PIP, Blue Badge and Bus pass.

My clients are an elderly married couple. Mrs S has severe physical disabilities and previously received a substantial care package at home. When this fell apart she was moved into a Nursing Home close to their marital home and she has now resided there for over two years. Her husband would visit her regularly.

When I became involved Mr S had also moved into the Nursing Home and was self-funding. This was due to a deterioration in his physical and mental health and neighbours had become concerned about him as he was having panic attacks and knocking on their doors in the middle of the night as he thought someone was in the house. He was also not managing to feed himself properly and leaving food to go mouldy and he was quite unsteady on his feet. He had his Driving License taken away following concerns from his GP.

At this point, a Social Worker informed Mrs S that a care agency had been found that could cover her care needs back at home (4 visits per day x 2 carers) and the plan was that she would go home. Another Social Worker had assessed Mr S and the plan was for him to go home without a care package.

They were both very nervous about this but seemed to think they had no choice but to go along with this plan. Mrs S was very concerned that Mr S was no longer fit enough to provide her with any support at home when the agency carers were not present and she felt much safer in the Nursing Home. However, she felt that she couldn't let him go home by himself as he would not be able to cope. Mr S also wanted to stay in the Nursing Home.

We talked through all the possible options/scenarios and the fact that they would have to sell their house which would mean they would both be self-funding until their capital reduced below the limit.

A new Social Worker was appointed to work with both of them who initially visited Mrs S to talk about when she would go home and the new Care Agency start. I explained to him that both Mr and Mrs S wished to remain in the Nursing Home. He did say "that's a lot of work for me" but took on board the request and did ask if I was willing to assist writing the Support Plan for Mr S to help identify his care needs.

Unfortunately, Mr S has had a fall during the night recently and has broken his hip. He has now had surgery and is back at the Nursing Home but unable to walk and is using a wheelchair. This setback for Mr S should however make it much easier for care needs to be identified so that Shropshire Council will provide funding when this couples capital diminishes and they are no longer self-funding.



# IMPACT SECTION – CASE STUDIES



Client is wheelchair dependent and was not able to access the community or attend dental appointments etc., due to the difficulties with access to and from her property.

Referral made to W H Group and assessment completed by OT after many discussion as to whether they should provide the access. However I reminded them of the clients Equality & Human Rights to:-

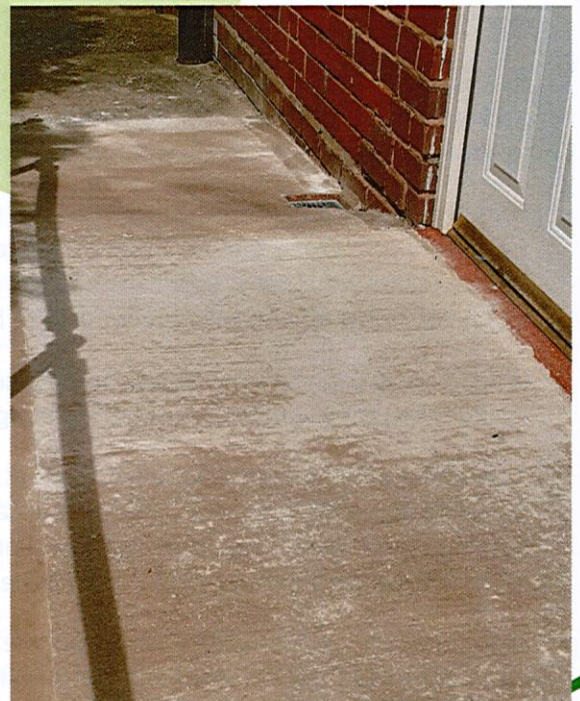
Accessible Housing

Equal Access to Healthcare – without a ramp this was becoming impossible unless ambulance transport was used

Being Part of the community – with the ramp now is situ., the client can interact within the community attend groups or go shopping with the support from a carer.

The client is extremely pleased with the outcome.

**Kathleen, Client**





# IMPACT SECTION – CASE STUDIES



It is inevitable that at times we lose some of our clients, sometimes it is expected, and other times it seems so unfair.

I recently lost one of my younger clients who was a stroke survivor. He was fiercely independent, and overcame lots of issues that his disability came with.

He was affected by significant communication issues around his speech after his stroke, which was very frustrating for him. Lots of impromptu terrible drawing from both him and myself at times, to try and work out what he was saying! A sense of humour is vital in this job, and sometimes helps to lighten the mood. He remained very independent, living out in the community, refusing any social care involvement, but was happy to work with myself.

Such a shame that he was diagnosed with cancer, and only lived for another few short weeks after that.

However, PCAS did make a positive difference to him, his family lived in South Wales, and with his consent, I was in touch with his Mum, who valued PCAS support enormously – we were here for him when his Mum was so far away.

PCAS was enormously touched when his funeral donations were donated to us, which will help someone else in need.

## Thank You, from a deceased clients parents:

Just a big thank you for all that you have done for Darren over the years, I know how hard he could be. I said to the boys, if there were more people like you around, it would be a better world. Judith, Joanne & Family.



# Our dedicated Advocacy Staff



Simon Arthur, Wendy Timmis, Lynne Davis, Maura Atterbury, Jackie Copson & Glenda Crawshaw

PCAS passed our NEW QPM award in July 2023, which is our 3<sup>rd</sup> continued (2016, 2020) QPM award. We are very proud to have passed once again. Many things have changed over the years to reflect the change in the way Advocacy Services are provided.

**Below taken from the Advocacy Quality Performance Mark (QPM)**

**The QPM is only awarded to organisations who can demonstrate that they provide excellent services in line with QPM standards and the advocacy charter. The QPM is a quality assurance assessment for providers of independent advocacy in England, Wales and Northern Ireland.**





# Structure, Governance and Management

---

## Structure, Governance and Management

### Governing Document

The charity is controlled by its governing document, a foundation model constitution for a CIO.

Shropshire Peer Counselling & Advocacy Service covers the whole of Shropshire, Telford & Wrekin and is a registered charity (number 1187362)

PCAS supports any person aged 18 or over with ANY disability or multiple disabilities.

There is no charge to our clients for our service, which is something we feel very strongly about. Our clients are often the most vulnerable in society, many having multiple disabilities and who do not fit into the remit of other services.

### Recruitment and Appointment of New Trustees

Prospective trustees come from all walks of life. If you feel you would be interested in becoming a Trustee, please contact the PCAS office on 01691 658008. An informal chat about what we do is the first step, then you would fill in an application form if you are still interested. From there, you would meet a couple of Trustees, and the current board would then vote on your prospective application.

The Board of Trustees meet bi-monthly and at other times deemed necessary. Trustees serve as volunteers and receive no payment for their work/time. They are from a variety of backgrounds and bring varied skills and experience to the Board. We currently have 2 clients, people with disabilities themselves and those with a professional background. The Trustees have the ultimate responsibility for directing the affairs of the Charity and ensuring that it is solvent, well run and meets the charitable outcomes. Day to day operational decisions are taken by the PCAS Manager and staff of the organisation, within the delegated authority conferred by the Board.

### Risk Assessment

The trustees have a duty to identify and review the risks to which the charity is exposed and to ensure controls are in place to provide reasonable assurance against fraud and error, this has been done.

### Public Benefit

The Trustees have taken due regard of the Charity Commission's guidance on public benefit when planning the activities for the year.



# Trustees and Principle Officers

## Trustees

Chair	Benjamin Payne
Vice Chair	Clare Harris
Treasurer	Doreen Ellis
Trustee	Russell Jones
Trustee	Neil Pulker
Trustee	Jacob Ayre

## Staff – PCAS

PCAS Manager/Advocate	Simon Arthur
Assistant Manager/Shropshire Advocate	Glenda Crawshaw
Shropshire Advocate	Wendy Timmis
Shropshire Advocate	Jackie Copson
Shropshire Advocate	Lynne Davis
T & W Advocate	Maura Atterbury
Evaluation Manager	Allisone Arthur

## Professional Advisors

Bank                      Unity Trust Bank

Building Society,                      The West Bromwich

Independent Examiners                      Border Accountants  
5 Lower Brook Street, Oswestry, Shropshire SY11 2HG

Dated: 30<sup>th</sup> October 2024.



# Financial Review

---

## Reserves Policy

The free reserves of the charity were £60,614 at the year end and the Trustees consider this amount to be sufficient for their immediate operating requirements. Included in the £60,614 is £40,000 which has been designated for operating costs should funding cease to allow the charity to continue to function whilst further funding is applied for.

## Principal Funding Sources


The charity has been funded by various grants this year from:  
The National Lottery Community Fund (Reaching Communities)  
The Henry Smith Charity  
Private Donation  
Lloyds Bank Foundation  
Select Healthcare  
Nationwide Community Grants

The above funders and supporters are the backbone of our charity and without their generous funding we would not be able to provide the service we do.

## Future Developments

We continuously strive to develop our services in order to meet the need of our clients. Funding is always an issue. However, we endeavour to be proactive as we fight for the rights of our vulnerable client group.

## The trustees' report was approved by the Board of Trustees



.....

Ben Payne - Chair

Date: 30-10-24  
.....



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

---

I report to the trustees on my examination of the financial statement of Shropshire Peer Counselling and Advocacy Service (the charity) for the year ended 31 March 2024.

### Responsibilities and basis of report

As the trustees of the charity you are responsible for the preparation of the financial statements in accordance with the requirements of the Charities Act 2011 (the 2011 Act).

I report in respect of my examination of the charity's financial statements carried out under section 145 of the 2011 Act. In carrying out my examination, I have followed all the applicable Directions given by the Charity Commission under section 145(5)(b) of the Act.

### Independent examiner's statement

Your attention is drawn to the fact that the charity has prepared financial statements in accordance with Accounting and Reporting by Charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) in preference to the Accounting and Reporting by Charities: Statement of Recommended Practice issued on 1 April 2005 which is referred to in the extant regulations but has now been withdrawn.

I understand that this has been done in order for financial statements to provide a true and fair view in accordance with Generally Accepted Accounting Practice effective for reporting periods beginning on or after 1 January 2015.

I have completed my examination. I confirm that no matters have come to my attention in connection with the examination giving me cause to believe that in any material respect:

- 1 Accounting records were not kept in respect of the charity as required by section 130 of the 2011 Act; or
- 2 The financial statements do not accord with those records; or
- 3 The financial statements do not comply with the applicable requirements concerning the form and content of accounts set out in the Charities (Accounts and Reports) Regulations 2008 other than any requirement that the accounts give a true and fair view which is not a matter considered as part of an independent examination.

I have no concerns and have come across no other matters in connection with the examination to which attention should be drawn in this report in order to enable a proper understanding of the financial statements to be reached.

*S.M. Ollier*  
*JONATHAN OLLIER F.C.A.*  
**Border Accounts**

5 Lower Brook Street  
Oswestry  
Shropshire  
SY11 2HG  
United Kingdom

Dated: *30<sup>th</sup> October 2024*



Statement of Financial Activities  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

**STATEMENT OF FINANCIAL ACTIVITIES**  
**INCLUDING INCOME AND EXPENDITURE ACCOUNT**

	Notes	Unrestricted funds 2024 £	Unrestricted funds 2024 £	Total funds 2024 £	Unrestricted 2023 £	Restricted funds 2023 £	Total 2023 £
<b><u>Income from:</u></b>							
Donations and Legacies	3	3,443	-	3,443	4,117	-	4,117
Charitable Activities	4	-	197,830	197,830	-	173,841	173,841
Investments	5	750	-	750	300	-	300
<b>Total Income</b>		<u>4,193</u>	<u>197,830</u>	<u>202,023</u>	<u>4,417</u>	<u>173,841</u>	<u>178,258</u>
<b><u>Expenditure on:</u></b>							
Charitable activities	6	209	187,865	188,074	(46)	184,920	184,874
Other	9	-	6,000	6,000	-	6,000	6,000
<b>Total Expenditure</b>		<u>209</u>	<u>193,865</u>	<u>194,074</u>	<u>(46)</u>	<u>190,920</u>	<u>190,874</u>
<b>Net income/(expenditure) For the year/ Net movement in funds</b>		3,984	3,965	7,949	4,463	(17,079)	(12,616)
 Fund balances at 1 <sup>st</sup> April 2023		<u>56,779</u>	<u>29,702</u>	<u>86,481</u>	<u>52,316</u>	<u>46,781</u>	<u>99,097</u>
 <b>Fund balances at 31<sup>st</sup> March 2024</b>		<u><u>60,763</u></u>	<u><u>33,667</u></u>	<u><u>94,430</u></u>	<u><u>56,779</u></u>	<u><u>29,702</u></u>	<u><u>86,481</u></u>

The statement of financial activities includes all gains and losses recognised in the year.

All income and expenditure derive from continuing activities.



Balance Sheet  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

**Balance Sheet**

Notes		2024		2023	
		£	£	£	£
<b>Fixed assets</b>					
Tangible assets	11		149		199
<b>Current assets</b>					
Cash at bank and in hand		132,535		148,764	
<b>Creditors: amounts falling Due within one year</b>	12	(38,254)		(62,482)	
		<u>          </u>		<u>          </u>	
Net current assets			94,281		86,282
			<u>          </u>		<u>          </u>
<b>Total assets less current liabilities</b>			94,430		86,481
			<u>          </u>		<u>          </u>
<b>Income funds</b>					
Restricted funds	14		33,667		29,702
Unrestricted funds:					
Designated funds:					
Shut down fund		40,000		40,000	
		<u>          </u>		<u>          </u>	
General unrestricted funds	15	40,000		40,000	
		20,763		16,779	
		<u>          </u>		<u>          </u>	
			60,763		56,779
			<u>          </u>		<u>          </u>
			94,430		86,481
			<u>          </u>		<u>          </u>

The financial statements were approved by the Trustees on ..... 30-10-24

Trustee



Notes to the Financial Statement  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

---

## NOTES TO THE FINANCIAL STATEMENTS

### 1 Accounting policies

#### Charity information

Shropshire Peer Counselling and Advocacy Service is a charitable incorporated organisation.

#### 1.1 Accounting convention

The financial statements have been prepared in accordance with the charity's (governing document), the Charities Act 2011 and "Accounting and Reporting by Charities: Statement of Recommended Practice applicable to charities preparing their accounts in accordance with the Financial Reporting Standard applicable in the UK and Republic of Ireland (FRS 102) (effective 1 January 2019)". The charity is a Public Benefit Entity as defined by FRS 102.

The charity has taken advantage of the provisions in the SORP for charities applying FRS 102 Update Bulletin 1 not to prepare a Statement of Cash Flows.

The financial statements report on the income for Shropshire Peer Counselling and Advocacy Service CIO and Shropshire Peer Counselling and Advocacy Service under the Merger Accounting method as set out in SORP FRS 102 section 27.12-27.13

The financial statements have departed from the Charities (Accounts and Reports) Regulations 2008 only to the extent required to provide a true and fair view. This departure has involved following the Statement of Recommended Practice for Charities applying FRS 102 rather than the version of the Statement of Recommended Practice which is referred to in the Regulations but which has since been withdrawn.

The financial statements are prepared in sterling, which is the functional currency of the charity. Monetary amounts in these financial statements are rounded to the nearest £.

The financial statements have been prepared under the historical cost convention, (modified to include the revaluation of freehold properties and to include investment properties and certain financial instruments at fair value). The principal accounting policies adopted are set out below.

#### 1.2 Going concern

At the time of approving the financial statements, the trustees have a reasonable expectation that the charity has adequate resources to continue in operational existence for the foreseeable future. Thus the trustees continue to adopt the going concern basis of accounting in preparing the financial statements.

#### 1.3 Charitable funds

Unrestricted funds are available for use at the discretion of the trustees in furtherance of their charitable objectives.

Restricted funds are subject to specific conditions by donors as to how they may be used. The purpose and uses of the restricted funds are set out in the notes to the financial statements.

Endowment funds are subject to specific conditions by donors that the capital must be maintained by the charity.

#### 1.4 Income

Income is recognised when the charity is legally entitled to it after any performance conditions have been met, the amounts can be measured reliably, and it is probable that income will be received.

Cash donations are recognised on receipt. Other donations are recognised once the charity has been notified of the donation, unless performance conditions require deferral of the amount. Income tax recoverable in relation to donations received under Gift Aid or deeds of covenant is recognised at the time of the donation.



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

---

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**1 Accounting policies**

Legacies are recognised on receipt or otherwise if the charity has been notified of an impending distribution, the amount is known, and receipt is expected. If the amount is not known, the legacy is treated as a contingent asset.

**1.5 Expenditure**

Expenditure is recognised once there is a legal or constructive obligation to transfer economic benefit to a third party, it is probable that a transfer of economic benefits will be required in settlement, and the amount of the obligation can be measured reliably.

Expenditure is classified by activity. The costs of each activity are made up of the total of direct costs and shared costs, including support costs involved in undertaking each activity. Direct costs attributable to a single activity are allocated directly to that activity. Shared costs which contribute to more than one activity and support costs which are not attributable to a single activity are apportioned between those activities on a basis consistent with the use of resources. Central staff costs are allocated on the basis of time spent, and depreciation charges are allocated on the portion of asset's use.

**1.6 Tangible fixed assets**

Tangible fixed assets are initially measured at cost and subsequently measured at cost or valuation, net of depreciation and any impairment losses.

Depreciation is recognised so as to write off the cost or valuation of assets less their residual values over their useful lives on the following bases:

Fixtures and fittings	25% reducing balance
-----------------------	----------------------

The gain or loss arising on the disposal of an asset is determined as the difference between the sale proceeds and the carrying value of the asset, and is recognised in the statement of financial activities.

**1.7 Impairment of fixed assets**

At each reporting end date, the charity reviews the carrying amounts of its tangible assets to determine whether there is any indication that those assets have suffered an impairment loss. If any such loss indication exists, the recoverable amount of the asset is estimated in order to determine the extent of the impairment loss (if any).

**1.8 Cash and cash equivalents**

Cash and cash equivalents include cash in hand, deposits held at call with banks, other short-term liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities.

**Basic financial assets**

Basic financial assets, which include debtors and cash and bank balances, are initially measured at transaction price including transaction costs and are subsequently carried at amortised cost using the effective interest method unless the arrangement constitutes a financial transaction, where the transaction is measured at the present value of the future receipts discounted at a market rate of interest. Financial assets classified as receivable within one year are not amortised.



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**1 Accounting policies**

***Basic financial liabilities***

Basic financial liabilities, including creditors and bank loans are initially recognised at transaction price unless the arrangement constitutes a financing transaction, where the debt instrument is measured at the present value of the future payments discounted at a market rate of interest. Financial liabilities classified as payable within one year are not amortised.

Debt instruments are subsequently carried at amortised cost, using the effective interest rate method.

Trade creditors are obligations to pay for goods or services that have been acquired in the ordinary course of operations from suppliers. Amounts payable are classified as current liabilities if payment is due within one year or less. If not, they are presented as non-current liabilities. Trade creditors are recognised initially at transaction price and subsequently measured at amortised cost using the effective interest method.

***Derecognition of financial liabilities***

Financial liabilities are derecognised when the charity's contractual obligations expire or are discharged or cancelled.

**1.9 Employee benefits**

The cost of any unused holiday entitlement is recognised in the period in which the employee's services are received.

Termination benefits are recognised immediately as an expense when the charity is demonstrably committed to terminate the employment of an employee to provide termination benefits.

**2 Critical accounting estimates and judgements**

In the application of the charity's accounting policies, the trustees are required to make judgements, estimates and assumptions about the carrying amount of assets and liabilities that are not readily apparent from other sources. The estimates and associated assumptions are based on historical experience and other factors that are considered to be relevant. Actual results may differ from these estimates.

The estimates and underlying assumptions are reviewed on an ongoing basis. Revisions to accounting estimates are recognised in the period in which the estimate is revised where the revision affects only that period, or in the period of the revision and future periods where the revision affects both current and future periods.

**3 Donations and legacies**

	Unrestricted funds	Unrestricted funds
	2024 £	2023 £
Donations and gifts	<u>3,443</u>	<u>4,117</u>



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**4 Charitable activities**

	Counselling & Advocacy 2024 £	Counselling & Advocacy 2023 £
Services provided under contract	197,830	173,841
	<u>          </u>	<u>          </u>

**5 Investments**

	Unrestricted funds  2024 £	Unrestricted funds  2023 £
Interest receivable	750	300
	<u>          </u>	<u>          </u>

**6 Charitable activities**

	Counselling & Advocacy 2024 £	Counselling & Advocacy 2023 £
Staff costs	168,304	166,601
Depreciation and impairment	50	66
Rent	6,343	5,680
Insurance	802	690
Telephone	2,065	3,035
Postage and stationery	2,252	4,552
Light and heat	2,453	3,416
Repairs and renewals	374	557
Subscriptions	-	149
Sundry	160	128
Marketing	5,271	-
	<u>          </u>	<u>          </u>
	188,074	184,874
	<u>          </u>	<u>          </u>
	188,074	184,874
	<u>          </u>	<u>          </u>
<b>Analysis by fund</b>		
Unrestricted funds	209	(46)
Restricted funds	187,865	184,920
	<u>          </u>	<u>          </u>
	188,074	184,874
	<u>          </u>	<u>          </u>



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

---

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**7 Trustees**

None of the trustees (or any persons connected with them) received any remuneration on benefits from the charity during the year.

**8 Employees**

The average monthly number of employees during the year was:

	2024 Number	2023 Number
	7	8
	<u>7</u>	<u>8</u>
	2024 £	2023 £
<b>Employment cost</b>		
Wages and salaries	146,284	146,028
	<u>146,284</u>	<u>146,028</u>

There were no employees whose annual remuneration was more than £60,000.

**9 Other**

	Restricted funds	Restricted funds
	2024 £	2023 £
Accountancy	6,000	6,000
	<u>6,000</u>	<u>6,000</u>

**10 Taxation**

The charity is exempt from tax on income and gains falling within section 505 of the Taxes Act 1988 or section 252 of the Taxation of Chargeable Gains Act 1992 to the extent that these are applied to its charitable objects.



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**11 Tangible fixed assets**

**Fixtures and fittings  
£**

**Cost**

At 1 April 2023

2,376

At 31 March 2024

2,376

**Depreciation and impairment**

At 1 April 2023

2,227

At 31 March 2024

2,227

**Carrying amount**

At 31 March 2024

149

At 31 March 2023

199

**12 Creditors: amounts falling due within one year**

	<b>Notes</b>	<b>2024 £</b>	<b>2023 £</b>
Deferred income	<b>13</b>	36,754	61,982
Accruals and deferred income		1,500	500
		<u>38,254</u>	<u>62,482</u>

**13 Deferred income**

	<b>2024 £</b>	<b>2023 £</b>
Other deferred income	<u>36,754</u>	<u>61,982</u>

Deferred income is included in the financial statements as follows:

	<b>2024 £</b>	<b>2023 £</b>
Deferred income is included within:		
Current liabilities	<u>36,754</u>	<u>61,982</u>

Movements in the year:



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

**NOTES TO THE FINANCIAL STATEMENTS (CONTINUED)**

**13 Deferred income**

Deferred income at 1 April 2023	61,982	93,681
Released from previous periods	(61,982)	(93,681)
Resources deferred in the year	36,754	61,982
	<u>          </u>	<u>          </u>
Deferred income at 31 March 2024	36,754	61,982
	<u>          </u>	<u>          </u>

**14 Restricted funds**

The income funds of the charity include restricted funds comprising the following unexpected balances of donations and grants held on trust for the specific purposes:

	Movement in funds			Movement in funds			
	Balance at 1 April 2022 £	Incoming resources £	Resources expended £	Balance at 1 April 2023 £	Incoming resources £	Resources expended £	Balance at 31 March 2024 £
Garfield Weston	10,026	10,000	(18,662)	1,364	-	-	1,364
Henry Smith	2,498	17,933	(18,870)	1,561	53,800	(46,838)	8,523
Trusthouse	992	6,667	(7,216)	443	-	-	443
Private	14,884	-	(10,168)	4,716	-	-	4,716
Reaching Communities	3,795	111,908	(109,363)	6,340	114,034	(115,067)	5,307
Nationwide	-	25,000	(24,615)	385	25,000	(25,340)	45
Others	14,586	2,332	(2,025)	14,893	4,996	(6,620)	13,269
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
	46,781	173,840	(190,919)	29,702	197,830	(193,865)	33,667
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>

**15 Designated funds**

The income funds of the charity include the following designated funds which have been set aside out of unrestricted funds by the trustees for specific purposes:

	Movement in funds		Movement in funds		
	Balance at 1 April 2022 £	Incoming resources £	Balance at 1 April 2023 £	Incoming resources £	Balance at 31 March 2024 £
Shut down fund	40,000	-	40,000	-	40,000
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>
	40,000	-	40,000	-	40,000
	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>	<u>          </u>



Independent Examiner's Report to the Trustees of  
PCAS – Shropshire Peer Counselling & Advocacy Service  
For the year ended 31<sup>st</sup> March 2024

**NOTES TO THE FINANCIAL STATEMENTS (continued)**

**16 Analysis of net assets between funds**

	Unrestricted funds 2024 £	Restricted funds 2024 £	Total 2024 £	Unrestricted funds 2023 £	Restricted funds 2023 £	Total 2023 £
Fund balances at 31 March 2024 are represented by:						
Tangible assets	149	-	149	199	-	199
Current assets (liabilities)	60,614	33,667	94,281	56,579	29,703	86,282
	<u>60,763</u>	<u>33,667</u>	<u>94,430</u>	<u>56,778</u>	<u>29,703</u>	<u>86,481</u>
	<u><u>60,763</u></u>	<u><u>33,667</u></u>	<u><u>94,430</u></u>	<u><u>56,778</u></u>	<u><u>29,703</u></u>	<u><u>86,481</u></u>

**17 Related party transactions**

There were no disclosable related party transactions during the year (2023 – none).



# Independent Examiner's Report to the Trustees of PCAS – Shropshire Peer Counselling & Advocacy Service For the year ended 31<sup>st</sup> March 2024

---

## Independent Examiners

A resolution will be proposed at the Annual General Meeting that Border Accountants be re-appointed as independent examiners for the ensuing year.

## Trustees' Responsibilities

Charity law requires the Trustees to prepare Financial Statements for each financial year, which give a true and fair view of our Registered Charity, as at the Balance Sheet date and of its incoming resources and applications, including income and expenditure for the financial year. In preparing these Financial Statements, the Trustees should follow best practice and:

- ❖ Select suitable accounting policies and then apply them consistently
- ❖ Make judgements and estimates that are reasonable and prudent
- ❖ State whether applicable accounting standards and statements of recommended practice have been followed subject to any departures disclosed and explained in the Financial Statements; and

The Trustees are responsible for maintaining proper accounting records which disclose with reasonable accuracy at any time the financial position of the Registered Charity and to enable them to ensure that the Financial Statements comply with the Registered Charities Act of 2011. They are also responsible for safeguarding the assets of the Registered Charity and hence for taking reasonable steps for the prevention and detection of fraud and other irregularities.

## Statement of Disclosure

So far as the Trustees are aware, there is not any relevant accounting information of which the charities examiners are unaware. Additionally, the Trustees have taken all steps that they ought to have taken as Trustees in order to make themselves aware of any relevant accounting information and to establish that the Charity's examiners are aware of said information.

**This Annual Report was designed and compiled by Allisone Arthur**



## Thank You to all our funders and donors

The National Lottery Community Fund (Reaching Communities)

Private Donation

Nationwide Community Grants

Arnold Clark Community Fund

Lloyds Bank Foundation

The Henry Smith Charity

Select Healthcare

Wesleyan Winter of Giving

Tesco Community Grant

Wynn Foundation

Sir Robert McAlpine

Other Donations



# PCAS

Person Centred  
Advocacy & Support

Together We Can

**Contact Us:** You can follow us on Facebook or twitter: **@ShropshirePCAS**

Shropshire Peer Counselling & Advocacy Service is a registered charity (Registered charity number 1187362)



# Our Contact Details :-

## PCAS (Person Centred Advocacy & Support)

Suite 1  
The Willow Tree  
Willow Street  
Oswestry  
SY11 1AJ

Telephone: 01691 658008

Web Site: [www.shropshirepcas.co.uk](http://www.shropshirepcas.co.uk)

Email: [simon@shropshirepcas.co.uk](mailto:simon@shropshirepcas.co.uk) (PCAS Manager)  
[alli@shropshirepcas.co.uk](mailto:alli@shropshirepcas.co.uk) (Evaluation Manager)



# PCAS

Person Centred  
Advocacy & Support

Together We Can

**Contact Us:** You can follow us on Facebook or twitter: **@ShropshirePCAS**

Shropshire Peer Counselling & Advocacy Service is a registered charity (Registered charity number 1187362)



